



# MoDOT PERFORMANCE HIGHLIGHTS

## SAFETY ....


**4%**   
**FEWER**  
 ROADWAY FATALITIES  
 THAN LAST YEAR




**32.3%**   
**MORE**  
 EMPLOYEE-RECORDABLE  
 INCIDENTS

 **88%**  
 SEAT BELT USE  
 IN 2024

## SERVICE ....

 **78%**  
 CUSTOMERS  
 SATISFIED  
 WITH MODOT  
 CUSTOMER  
 SERVICE

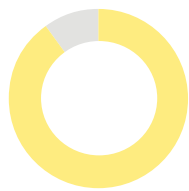
 **7.6%**  
 INCREASE IN  
 SOCIAL MEDIA  
 FOLLOWERS

 RUSH  
 HOUR  
 TRAVEL TIMES  
 KC:  -0.5%  
 SL:  2.8%

 **94%**  
 PROJECTS  
 COMPLETED  
 ON TIME

## STABILITY ....

 **21.4%**  
 EMPLOYEE  
 TURNOVER  
 PROJECTED FOR FY24

 **89.9%**  
 MAJOR  
 HIGHWAYS  
**IN GOOD  
 CONDITION**

**759**   
 BRIDGES  
 IN POOR  
 CONDITION